

**STATE OF CALIFORNIA  
DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING  
DUTY STATEMENT**

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Employee Name	Classification Name	Position Number
Vacant	FEH Consultant II	326-253-9511-
Division/Unit	Date	Prior Pos # (if applicable)
Enforcement/Los Angeles Employment		

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**SUMMARY OF DUTIES AND RESPONSIBILITIES**

The incumbent performs a variety of tasks under the supervision of the District Administrator or Consultant III (Supervisor) and may receive direction from the Regional Administrator or Chief of Enforcement. The FEH Consultant II provides professional, quality service and accurate information to the public by accepting, investigating, and resolving complaints of employment and housing discrimination, denial of services by a public accommodation, and acts of hate violence under the Fair Employment and Housing Act, the Ralph Civil Rights Act and the Unruh Civil Rights Act. This is a full journey level FEH Consultant position.

**Essential Functions**

- 30% **Investigation:** Conducts neutral fact-finding investigations into complaints of discrimination. Analyzes issues with reference to the appropriate interpretation and application of civil rights laws, rules, and regulations. Prepares formal discovery (e.g., interrogatories, subpoenas), interviews witnesses, reviews and analyzes documents. Meets time frames based on established guidelines for case investigation and as set forth by statutory requirement(s). Conducts on-site investigations, as warranted. Determines whether a violation of the law has occurred. Prepares a report pertaining to each investigation completed in accordance with Departmental procedures/guidelines.
  
- 25% **Settlements:** Explores resolution and negotiates settlements between complainants and Respondents. Prepares for and participates in formal settlement conferences with the District Administrator, complainant(s) and respondent(s). Prepares settlement documents.
  
- 20% **Case Management:** Maintains proper records in compliance with Departmental procedures. Maintains case diaries to reflect changes of address, dates of correspondence and contacts, and the content of conversations.
  
- 20% **Complaint Intake:** Interprets and explains areas of Departmental jurisdiction to prospective complainants and respondents. Receives complaints either by telephone or in person. Determines whether complaints should be accepted for investigation or rejected. Analyzes issues with reference to the appropriate interpretation and application of various civil rights laws, rules, and regulations. Solicits sensitive information in a tactful manner in order to draft complaints. Drafts complaints.

**Marginal Functions**

- 5% **Meetings:** Attends Department meetings. May participate in seminars and interact with various respondent and community groups. Performs other duties, as assigned.

**Knowledge and Abilities**

Knowledge of intergroup relations and problems of protected groups such as ethnic minorities, women,

persons with disabilities, senior citizens, etc.; methods and techniques of promoting equal opportunity; investigation and interviewing techniques; current labor, employment and housing conditions and trends; methods of compiling and presenting data in studies related to the Department of Fair Employment and Housing's jurisdiction; comparable Federal statutes; California Fair Employment and Housing laws and Department policies and procedures; and rules of evidence.

Ability to interpret and apply California's Fair Employment and Housing laws and rules and regulations; analyze data; communicate effectively; deal creatively, tactfully, and effectively with sensitive problems of civil rights law enforcement; analyze situations accurately and take effective action; establish and maintain cooperative relationships with those contacted in the work; conduct difficult and involved investigations of alleged violations of Fair Employment and Housing laws; speak before groups in an effective and convincing manner.

### **Desirable Qualifications**

- Experience in or knowledge of investigative techniques and methodology.
- Ability to communicate effectively and establish and maintain cooperative working relationships with co-workers and members of the public, and display excellent customer service skills.
- Excellent organizational and research skills with attention to detail.
- Ability to gather and analyze facts and evidence; reason logically, draw valid conclusions, and make appropriate recommendations and participate effectively in investigations and interviews.
- Ability to interpret and apply laws and regulations to specific situations.
- Ability to prepare written documents and accurate detailed investigation reports clearly and concisely.
- Ability to follow oral and written instruction and established procedures.
- Ability to operate a computer and knowledge of Excel and Word software programs.
- Ability to speak a second language (bilingual) or American Sign Language preferred.

### **Special Personal Characteristics**

Ability to function in sensitive areas in a tactful and judicious manner; willingness to work irregular hours and to travel widely within an assigned area; demonstrated objectivity and emotional stability.

### **Work Environment, Physical, or Mental Abilities:**

The demands described here are representative of those that must be met by the incumbent to successfully perform the essential functions of the job.

- Requires ability to effectively handle stress, and work in a noisy and fast paced environment.
- Requires daily use of a telephone, computer, monitor, keyboard, mouse in a workstation for 6.5 to 7 hours per day.
- Requires ability to lift cases files, office supplies, books and manuals (up to 20 lbs.).
- Requires ability to complete tasks that require reaching, bending, grasping, and making repetitive hand movements in the performance of daily duties.
- Requires prolonged sitting and/or standing in a workstation for 6.5 to 7 hours per day.
- Requires punctual and regular attendance.
- Requires occasional driving to conduct on-site investigations.

### **Supervision Received:**

The FEH Consultant II receives general supervision from the District Administrator or Consultant III (Supervisor) and may receive direction from the Regional Administrator or the Chief of Enforcement.

### **Supervision Exercised:**

None.

**Personal Contacts:**

The FEH Consultant II has daily contact with Departmental management and staff, complainants, respondents, legal representatives, and the general public.

**Working Conditions:**

The above statements are intended to describe the general nature and level of work being performed by the incumbent. They are not intended to be an exhaustive list of all responsibilities, duties, skills or working conditions associated with this job.

**Actions and Consequences:**

The FEH Consultant II must adhere to all applicable laws, rules, policies, and procedures, including but not limited to the Department's Enforcement Directives, Administrative Manual, Clerical Manual, Case Analysis Manual, Pre-Accusation Discovery Manual, and any directions received from Departmental management personnel. The FEH Consultant II interacts professionally and appropriately with a wide range of persons, internal and external to the Department, including other Department employees, complainants, respondents, attorneys and community-based organizations. The FEH Consultant II is a critical position requiring daily interaction with the public and the processing of time-sensitive and confidential documents. A failure to process work promptly, accurately and with good judgment could result in the rights of complainants and/or respondents, as set forth in the Fair Employment and Housing Act, Ralph Civil Rights Act and the Unruh Civil Rights Act being jeopardized and/or compromised. Failure to use good judgment in handling sensitive and confidential information could result in violation(s) of individual privacy rights.

**Certification of the Employee:**

I have read and understand the duties as described above for the Consultant II. I meet the job requirements as described above and am capable of performing the essential functions with or without a reasonable accommodation.

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Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date